

# Child Safe Standards Compliance Pack


## Driving Instructor Service Provider

Version: 1.0 | Compiled: 21 February 2026

### APPROVALS

Driving School Name: Susan Ottaway

Approver: Susan Michelle Ottaway

Signature: 

Date: March 22, 2026

### Table of Contents

1. Child Safety & Wellbeing Policy
2. Code of Conduct
3. Child-Centred Complaints Procedure
4. Complaint Form (Parent or Guardian)
5. Incident Report Form (Driving Instructor)
6. Child Safety Risk Management Plan
7. Parent/Guardian Information
8. Training & Induction Log
9. Annual Child Safety Review Checklist
10. Self-Assessment Checklist (10 Standards)
11. Annual Training Register



# 1. Child Safety & Wellbeing Policy

## Purpose

This policy outlines how the business protects children and young people (under 18 years) in alignment with Queensland's Child Safe Organisations Act 2024 (Qld), the 10 Child Safe Standards, and the Universal Principle of Cultural Safety.

## Scope

This policy applies to all services provided to learners under 18 years, and to their parents or guardians.

## Commitment

We maintain a zero-tolerance approach to child harm and are committed to embedding child safety in our governance, culture, and everyday practice. We will uphold the cultural safety of Aboriginal and Torres Strait Islander children and families.

## Responsibilities

As a sole trader, the Owner is responsible for implementing and reviewing this policy, maintaining a valid Blue Card, engaging families, managing risks, ensuring safe communication, and recording incidents and complaints. While acknowledging our ultimate responsibility, we use the administration services provided by 2Wards Driving Pty Ltd to assist us in managing this policy.

## Legislative context

Queensland's Child Safe Standards become mandatory in phases from 1 October 2025 through 2026. The Reportable Conduct Scheme commences 1 July 2026. This policy will be reviewed whenever laws change or following incidents.

## Standards mapping

Our procedures and templates operationalise all 10 Child Safe Standards: leadership & culture; child participation; family engagement; equity & inclusion; suitability; child-centred complaints; training; safe environments; continuous improvement; and supporting policies.

## Communication

This policy will be published on [www.CoastwideDriving.com.au](http://www.CoastwideDriving.com.au), referenced in booking confirmations, and available to parents/guardians on request.

## Contact

Owner's Nominee: 2Wards Driving Management Team

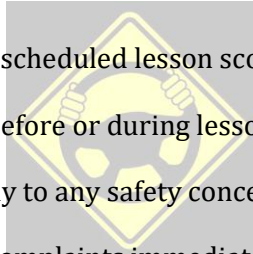
Email: [protect@2wardsdriving.com.au](mailto:protect@2wardsdriving.com.au) Phone: 07 3188 1456

Address: PO Box 5232, West End, Qld 4101

## 2. Code of Conduct

This Code sets behavioural expectations for the Instructor when engaging with children and young people.

- Treat all learners with respect and dignity; use child-appropriate language.
- Avoid any unnecessary physical contact.
- Keep lesson content and conversation professional and relevant to driving.
- Do not meet in private residences; begin and finish lessons in agreed public locations unless a parent/guardian approves otherwise.
- Maintain vehicle visibility (windows unobstructed); avoid secluded areas unless required for training and communicated in advance.
- Use approved communication channels; include a parent/guardian on communications with learners under 18.
- Never transport a learner outside scheduled lesson scope without prior consent.
- Never consume alcohol or drugs before or during lessons; adhere to road laws at all times.
- Respond promptly and respectfully to any safety concern raised by a learner.
- Report and record incidents and complaints immediately; cooperate with authorities as required.



## 3. Child-Centred Complaints Procedure

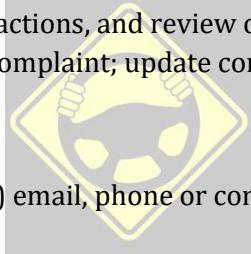
### Principles

- Accessible: children and families can complain by dedicated (private) email, phone or complaint form.
- Child-Centred: we prioritise the child's safety, wishes and best interests.
- Safe: no victimisation; confidentiality is protected.
- Timely: acknowledge within 2 business days; resolve or update within 10 business days.

### Process

1. Receive: accept complaints via any channel.
2. Acknowledge: confirm receipt and outline next steps.
3. Assess risk: take immediate safety actions if required.
4. Investigate: gather facts, listen to the child and parent/guardian.
5. Outcome: provide findings, actions, and review options.
6. Record & improve: log the complaint; update controls and policies as needed.

Contact options: dedicated (private) email, phone or complaint form.



## 4. Complaint Form (Parent or Guardian)

### External Lodgement Options

If you have serious concerns relating to the physical or sexual abuse of a child - contact Policelink on 131 444 (Child Sexual Abuse is a serious matter that can be inflicted physically, verbally or emotionally).

For other allegations – report to Department of Transport and Main Roads via online report form available at <https://www.tmr.qld.gov.au/about-us/contact-us/compliments-and-complaints>, or call 13 23 80.

### Internal Lodgement Options

You can use this form or contact us via the dedicated (private) email or phone. (Form available online at <https://coastwidedriving.com.au/Child-Safe-Report>)

Complainant name (can be anonymous): \_\_\_\_\_

If a child, preferred contact and safe times to contact:

Relationship to learner: \_\_\_\_\_

Date of incident/concern: \_\_\_\_\_

Location (lesson/vehicle/online): \_\_\_\_\_

Description of concern (what happened, who was involved):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What outcome would you like?

\_\_\_\_\_

Do you need immediate support or adjustments to feel safe?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 5. Incident Report Form (Driving Instructor)

Reporter name: \_\_\_\_\_

Date & time of incident: \_\_\_\_\_

Location: \_\_\_\_\_

People involved (include child, witnesses):

---

---

---

Description of incident/harm/near-miss:

---

---

---

Immediate actions taken:

---

---

---

Risk level (Low/Med/High) and rationale:

---

---

---

Notifications (parent/guardian, authorities if applicable):

---

---

---

Follow-up actions and review date:

---

---

---



## 6. Child Safety Risk Management Plan

### Context

Driving instruction involves 1:1 time in a vehicle, variable routes, and communications with minors.

### Key Risks & Controls

- **Risk:** 1:1 in vehicle

Controls: Offer parent/guardian ride-along; consider fitting interior-view dashcam with voice recording ; maintain visibility; planned routes in public areas

- **Risk:** Remote/isolated locations

Controls: Avoid unless necessary and pre-agreed; share live location with parent/guardian when appropriate

- **Risk:** Communication with minors

Controls: Copy parent/guardian on messages; use business channels; keep records

- **Risk:** Misconduct allegations

Controls: Follow Code of Conduct; record lessons; prompt complaints handling; insurance

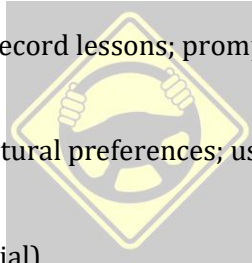
- **Risk:** Cultural safety

Controls: Ask and accommodate cultural preferences; use inclusive language; allow support persons

- **Risk:** Online safety (bookings/social)

Controls: Moderate social content; no private DMs; remove identifying images without consent

**Review:** Annual or following any incident or legal change.



## 7. Parent/Guardian Information

Welcome

We are committed to safe, respectful and culturally inclusive driving lessons for young people. This sheet explains how we keep your child safe and how you can raise concerns.

### Key Information

- Blue Card: Current and available for inspection at each lesson.
- Industry Authority Card: Current and available for inspection at each lesson.
- Vehicle safety: serviced regularly; interior visibility maintained; dashcam in use (where fitted and approved for use).
- Lesson settings: planned routes; option for you to attend lessons; clear start/finish locations.

### Communication

We can include a parent/guardian on lesson confirmations and changes for learners under 18. To ensure you are copied in all communications, ensure your own email is included as the parent / guardian on the student profile.

### How to raise a concern

We use an independent 3<sup>rd</sup> party process through 2Wards Driving Pty Ltd to assist with our compliance and reporting management. We encourage you to use this dedicated, private reporting process to immediately raise any Child Safety concerns. This will be sent directly to the 2Wards Driving management team for immediate follow up, independent from the Driving Instructor.

Email : [protect@2wardsdriving.com.au](mailto:protect@2wardsdriving.com.au)

Phone: 07 3188 1456

Reporting form available online.

## 8. Training & Induction Log

Record all training relevant to child safety and driving instruction.

Training title:

Provider:

Date completed:

Evidence stored at: Digitally recorded on the 2Wards Driving Booking Platform

Next refresher due:

Section 11 shows a copy of our individual training record.



## 9. Annual Child Safety Review Checklist

This process is administered by 2Wards Driving Pty Ltd on our behalf. The annual review includes:

- Policy reviewed and re-published
- Blue Card current
- Complaints & incidents analysed; improvements implemented
- Dashcam and comms practices audited
- Cultural safety practices discussed with families/learners
- Risk Management Plan updated
- Training refreshed



## 10. Self-Assessment Checklist (10 Standards) – Feb 2026

1. Leadership, governance & culture

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

2. Child participation

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

3. Family & community engagement

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

4. Equity & inclusion

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

5. Suitability of people

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

6. Child-centred complaints

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

7. Training & education

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

8. Safe environments (physical & online)

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

9. Continuous improvement

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented

10. Policies & procedures

Rating (Needs work / Partially in place / Fully in place):

Actions to improve: Implemented



## 11. Annual and Ad hoc Child Safety Training Register

DATE	Training Description	Notes
March 2026	QLD Legislation Training and implementation of systems training	Non accredited overview provided by 2Wards Driving Pty Ltd  Annual review and refresher due March 2027

